

What is claimed is:

1. In an information retrieval application, a method for detecting content holes,  
comprising:  
5 parsing a content body into a plurality of concept nodes, including a first concept  
node;  
determining a percentage of successful service interactions as a function of  
concept node; and  
if the percentage of successful service interactions at the first concept node is  
below a predefined threshold, flagging a content hole.  
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2. An article comprising a computer readable medium having instructions thereon,  
wherein the instructions, when executed in a computer, create a system for executing the  
method of claim 1.
- 15 3. In a defined information retrieval system, a method of charging for services,  
comprising:  
determining a percentage of successful service interactions in a typical  
information retrieval system; and  
determining a percentage of successful service interactions for services provided  
20 in the defined information retrieval system; and  
billing as a function of the difference between the percentage of successful  
service interactions in a typical information retrieval system and the percentage of  
successful service interactions for services provided in the defined information retrieval  
system.  
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4. The method according to claim 3, wherein determining a percentage of  
successful service interactions for services provided in the defined information retrieval  
system includes:  
parsing a content body into a plurality of concept nodes, including a first concept

node;

determining a percentage of successful service interactions as a function of each concept node; and

wherein billing as a function of the difference between the percentage of successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system includes weighting successful interactions as a function of concept node.

5. An article comprising a computer readable medium having instructions thereon, wherein the instructions, when executed in a computer, create a system for executing the method of claim 3.

6. In an information retrieval application, a method for detecting content holes, comprising:

(a) parsing a content body into a plurality of concept nodes, including a first concept node;

(b) determining a percentage of successful service interactions (SSIs) as a function of the concept nodes;

(c) determining a percentage of queries as a function of the concept nodes;

(d) determining a percentage of documents as a function of concept node;

(e) computing a content hole score for the first concept node as a function of at least one of (b), (c), and (d); and

(f) flagging a content hole if the content hole is below a predefined threshold.

7. In a defined information retrieval system, a method of charging for services, comprising:

determining a number of successful service interactions in a typical information retrieval system over a period of time; and

billing as a function of the number of successful service interactions in a typical information retrieval system over a period of time.